



# Cisco

## 500-440 Exam

### Cisco Designing Cisco Unified Contact Center Enterprise Exam

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## Version: 8.0

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### Question: 1

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Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

- A. transfer call routing from agent to agent
- B. CTI data on Cisco Agent Desktop screen pop
- C. Courtesy Callback
- D. Cisco Mobile Agents
- E. Cisco Extension Mobility for agents
- F. call queuing

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**Answer: A, D, E**

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### Question: 2

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Which three features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. secure communication using flow around mode
- C. NAT for address hiding
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media using build-in-bridge
- F. demarcation point between networks

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**Answer: C, D, F**

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### Question: 3

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Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node

- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

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**Answer: A, C, D**

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### Question: 4

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose four.)

- A. Treat the call with Dialed Number Default Label.
- B. Queue the call and play a message, then release the call.
- C. Treat the call with System Default Label.
- D. Terminate the call with a Dialog Fail or RouteEnd.
- E. Transfer calls to an available IVR port.
- F. Send a Release Message to the routing client.
- G. Offer Courtesy Callback to the caller, then terminate the call.
- H. Transfer the call to the Cisco Unified Communications Manager hunt group.

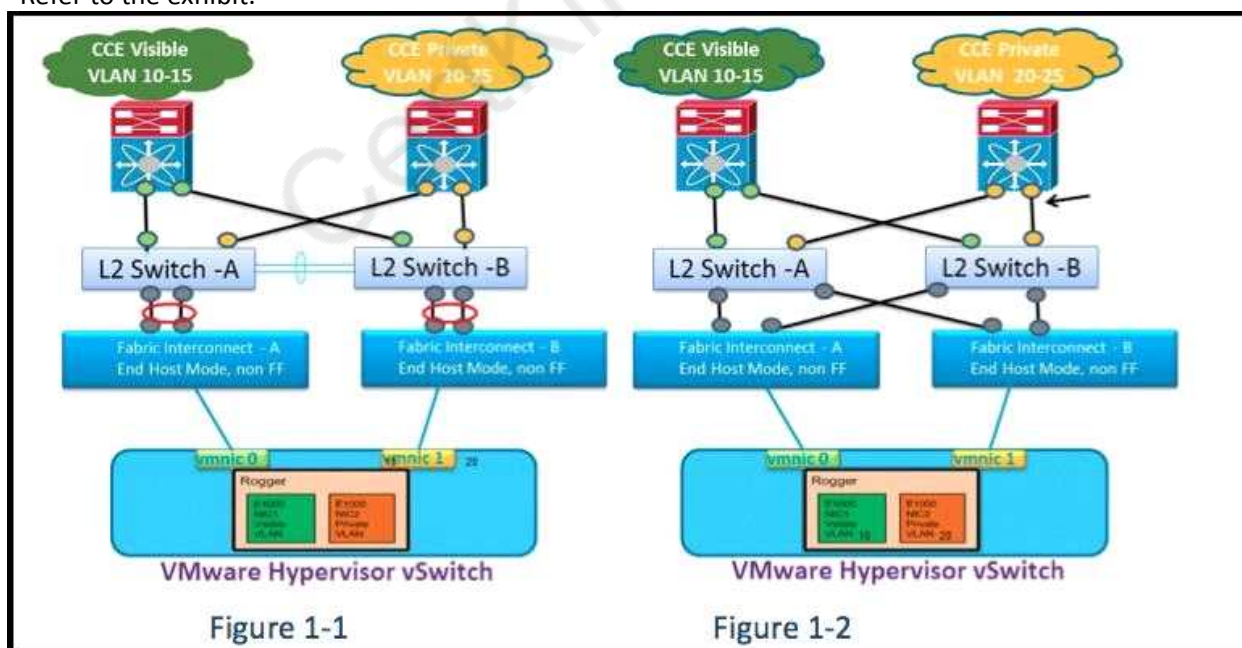
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**Answer: A, C, D, F**

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### Question: 5

Refer to the exhibit.



Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in

Figure 1-1.

- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

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**Answer: B**

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